

ONLINE COACHING

Online coaching is a new service offered through Cigna Behavioral Health (CBH). It is designed to provide employees with a convenient, engaging, interactive environment where they can obtain information and learn new skills in order to overcome problems and improve the quality of their lives. Coaching appeals to many people because it does not involve a psychiatric diagnosis, and does not imply that there is a mental health problem. Coaching builds skills and empowers people to see problems as challenges to grow.

Coached programs offer BNL employees the opportunity to explore topics in depth, and provides up to nine online encounters, complete with homework assignments. Homework assignments are designed to promote practice of skills or check the participant's understanding of an important part of the session.

Online coaching is not therapy and is not a substitute for psychotherapy for persons who need it. It is a tool that provides support for issues dealing with relationships, chronic pain, depression, effective writing and speaking, stress and substance abuse.

How to Access Online Coaching:

Go to: www.cignabehavioral.com Employer ID: bnl, Password: employee

Click on "Go to Online Coaching & Health Management" on left bar

Create your personalized account by filling in the required fields and hitting "Submit"

Follow the prompts after your new account has been created to the Emotional Well Being page.

The topics that have online coaching modules are:

- **Building a Stronger Intimate Relationship**
- **Coping with Chronic Pain**
- **Depression**
- **Stress**
- **Substance Abuse**
- **A Leader's Guide to Effective Writing & Speaking**

When Not to use Online Coaching:

Where risk or other urgent clinical issues are identified, coaches encourage employees who are not in therapy to seek consultation in addition to using the coaching program.

For employees who have indicated that they are currently in therapy, coach responses are not intended to override or replace an individual's work with their therapist.

Cigna's coaching program, while not therapy or counseling, is based on proven behavior change principles and techniques. Coaches are licensed mental health professionals, thoroughly trained in the use of our coaching system. The program is not meant to take the place of face-to-face counseling, and coaches will not enter into a counseling relationship with employees. Any message that is submitted to a coach for feedback will be assigned to the next available coach so that a response is received within 3 business days. To ensure continuity, each coach reviews previously completed homework and the feedback you have already received. Employees are identified only by their user name so that anonymity and confidentiality are assured.